Tips and Troubleshooting

Connection Configuration for DSL service users:

Most DSL service providers supply users with a dynamic IP address, but require a valid username and password to be entered first. This method is known as PPP over Ethernet (PPPoE).

Note: If your service provider currently requires you to use separate PPPoE client software, discontinue use of this software and complete the following procedure to configure the SpeedStream router to negotiate the PPPoE logon to your service provider's network.

1. Connect to the SpeedStream router's configuration interface by entering **HTTP:// 192.168.254.254** and press **Enter**.
2. You will see the **SpeedStream Router Status** screen. Select **Simple Setup** from the left-side menu and choose **WAN** from the expanded menu.
3. Select **PPPoE** and click **Enter**.
4. Enter the **Username** and **Password** exactly as provided by your DSL service provider, leave the Service Name field blank and click **Enter**.
5. Wait approximately 10 seconds, then click the **Status** link in the left-side menu.
6. On the **SpeedStream Router Status** page, check the Internet connection status section for the field labeled **Cable/DSL**. Ensure that the status says *Connected*.
   - If it says *Connected*, you have successfully obtained an IP Address from your DSL service provider and may proceed with using the router and Internet service as desired.
   - If it says *Disconnected*, continue to the next step.
7. Power off both the DSL modem and the SpeedStream router.
8. Power on both the DSL modem and the SpeedStream router.
9. Connect to the SpeedStream router's configuration interface by entering **HTTP:// 192.168.254.254** and click **Enter**.
10. On the **SpeedStream Router Status** page, check the Internet connection status section for the field labeled **Cable/DSL**. Ensure that the status says *Connected*.
    - If it says *Connected*, you have successfully obtained an IP Address from your DSL service provider and may proceed with using the router and Internet service as desired.
    - If it says *Disconnected*, continue to the next step.
11. Troubleshooting:
    - Ensure that the DSL modem is securely connected to the router and the modem is powered on and functioning properly.
    - Ensure that the Username and Password entered are accurate- verify with your DSL service provider, if necessary.
    - Upgrade the firmware on the SpeedStream router to the latest version available.

Connection Configuration for @Home™ cable modem service users:

1. Obtain your exact HOST NAME from @Home™ or your Windows Network Control Panel
2. Connect to the SpeedStream router's configuration interface by entering **HTTP:// 192.168.254.254** and press **Enter**.
3. You will see the **SpeedStream Router Status** screen. Select **Simple Setup** from the left-side menu and choose **WAN** from the expanded menu.
4. Select **Dynamic IPAddress** and click **Enter**.
5. Enter the HOST NAME you were provided by @Home and click **Enter**.
6. Wait approximately 10 seconds, then click the **Status link** in the left-side menu.
7. On the **SpeedStream Router Status** page, check the Internet connection status section for the field labeled **Cable/DSL**. Ensure that the status says *Connected*.
   - If it says *Connected*, you have successfully obtained an IP Address from the @Home service and may proceed with using the router and Internet service as desired.
   - If it says *Disconnected*, continue to the next step.

8. Select **Simple Setup** from the left-side menu and choose **WAN** from the expanded menu.
9. Select **Dynamic IPAddress** and click **Enter**.
10. Click the **Clone MAC Address** button.
11. Click **Enter**.
12. Wait approximately 10 seconds, then click the **Status** link in the left-side menu.
13. On the **SpeedStream Router Status** page, check the Internet connection status section for the field labeled **Cable/DSL**. Ensure that the status says *Connected*.
    - If it says *Connected*, you have successfully obtained an IP Address from the @Home service and may proceed with using the router and Internet service as desired.
    - If it says *Disconnected*, continue to the next step.
13. Troubleshooting:
    - Ensure that the Cable modem is securely connected to the router and the modem is powered on and functioning properly.
    - Ensure that the HOST NAME entered is accurate- verify with @Home, if necessary.
    - Upgrade the firmware on the SpeedStream router to the latest version available.

PC Setup—Windows® 95/98/98SE/Me
TCP/IP Setup
1. Right-click on the **Network Neighborhood** icon on your desktop, select **Properties**.
2. Select the **TCP/IP->Ethernet Adapter** entry.
3. Ensure **Obtain an IP Address Automatically** is selected. The DHCP server in the SpeedStream router will provide an IP address for the PC.
4. Click **OK** twice, then restart your PC *even if no changes were made*.

Internet Access
1. Select **Start Menu-> Settings-> Control Panel-> Internet Options**.
2. Select the **Connections** tab and click the **Setup** button.
3. Select *I want to set up my Internet connection manually,* or *I want to connect through a Local Area Network (LAN)* and click **Next**.
4. Select *I connect through a Local Area Network (LAN)* and click **Next**.
5. **Uncheck** all boxes on the **Local Area Network Internet Configuration** screen and click **Next**.
6. Follow the remaining prompts until the wizard has finished.

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SpeedStream® 2614
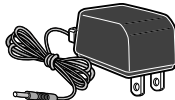**4-Port DSL/Cable Router**

Quick-Start Guide

Before you begin:

Package Contents
Your package includes the following:

SpeedStream 2614 4-Port DSL/Cable Router   AC Power Adapter

Safety and Certifications Information

Quick-Start Guide

Documentation/ Printer Port Driver CD

Extended Warranty and Registration Card

This guide covers only the most common situations. Please refer to the full User's Guide on the CD-ROM if your network uses any of the following: existing router, existing DHCP server, or PC(s) using fixed (static) IP addresses
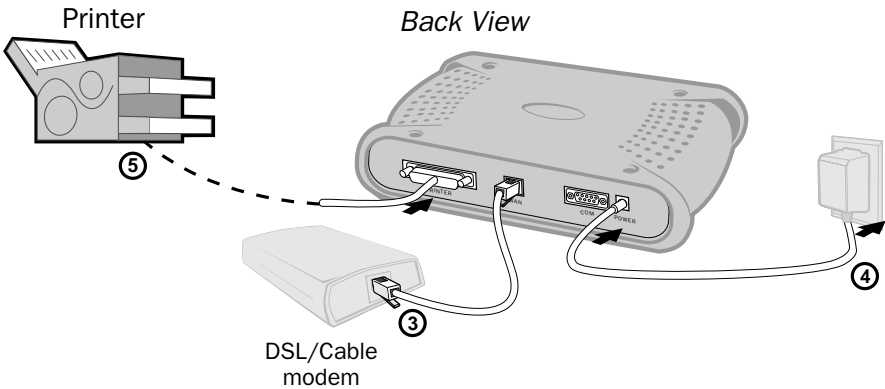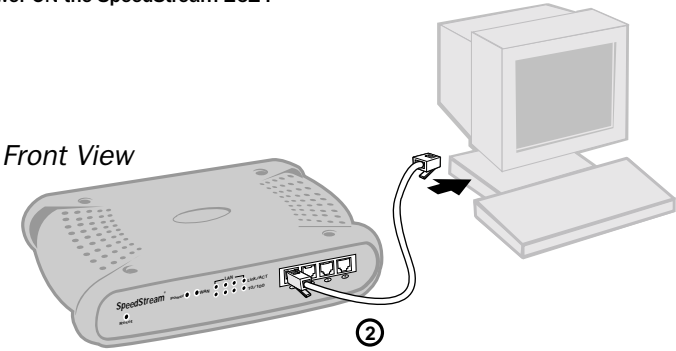
Requirements:
Broadband Modem
PC(s) with the TCP/IP protocol installed
Cat 5 Ethernet cables with RJ-45 connectors

Step 1   Hardware Installation

1. Ensure that the SpeedStream 2614 is powered OFF before commencing with installation. Leave your DSL/Cable modem connected to its wall socket (phone line or cable outlet).
2. Use Cat 5 Ethernet cable(s) to connect one or both of the following:
   • PC(s) to one of the LAN ports on the SpeedStream router
   OR
   • A hub/switch to one of the LAN ports on the router
3. Connect your DSL/Cable modem to the WAN port on the SpeedStream 2614 using the Ethernet cable supplied with your DSL/Cable modem. If no cable was supplied with your modem, use a straight-through Ethernet cable.

   Note: An ISDN TA or dial-up modem may be connected to the SpeedStream 2614 Router as an alternate method of Internet access. Please refer to the User's Guide on CD for directions on using/configuring this type of connection.

4. Connect the power adapter to the SpeedStream 2614. Use only the power adapter provided.
5. *(optional)* If you intend to use the SpeedStream router's print server functionality, connect the parallel cable of the printer to the printer port on the router before powering on the router.
6. Power ON the SpeedStream 2614

Front View

②

Printer   *Back View*

⑤

DSL/Cable modem

③

④

Step 2   Internet Connection Configuration

If your Internet Service Provider assigns your IP address dynamically, your PC should already be configured properly for the SpeedStream 2614 to act as a plug-and-play device and does not require additional configuration.

1. Perform TCP/IP Setup for each PC as described in the PC Setup section on the back of this guide. Remember to restart each PC when finished.
2. Start your web browser. In the Address box, enter the following: HTTP://192.168.254.254
3. Press Enter. You will be prompted for a Password—The default Password is admin.
4. When the password is entered correctly, you will see the SpeedStream Router Status screen.
5. Select Simple Setup from the left-side menu and follow the prompts to change the password, set the Time Zone and choose the appropriate Internet connection type. For detailed procedures covering the most common broadband Internet access scenarios, refer to the procedures provided on the back side of this guide.

If additional configuration is desired, select the Advanced Setup link from the left-side menu to configure items such as: firewall parameters, DMZ host, virtual servers and special applications support for multi-player online games. The most common scenarios are described on the back of this guide.

Step 3   Print Server Set-up *(optional)*

Printer Port Driver Installation:
1. Ensure that the printer is connected to the parallel port on the router and both the printer and router are powered on.
2. Insert the supplied CD-ROM into your CD-ROM drive. If the setup program does not start automatically, run SETUP from the root folder on the CD-ROM.
3. Consult the User Guide on CD-ROM for step-by-step installation and configuration instructions specific to your operating system.
4. Repeat the procedure for each PC that will share the printer.